

2017 Statewide Medical/Health Exercise

Contact: S. Jensen

On November 16, 2017, the San Bernardino County Operational Area (OA) participated in the annual Statewide Medical and Health Exercise (SMHTE). The SMHTE was developed by participants from local, regional, and State agencies, including health departments, acute care hospitals and facilities, emergency medical services, ambulance providers, long-term care facilities, community clinics and health centers, emergency management agencies, medical examiners/coroners, law enforcement, and fire services.

The exercise is evidence of the growing public safety partnership between State and local jurisdictions regarding the response to the threat of public health and medical emergencies that our nation and communities face. The 2017 SMHTE was a functional exercise (FE), which will help the State of California be prepared for emergencies and incidents of all types and sizes. This exercise utilizes all-hazards, multi-discipline objectives consistent with the Homeland Security Exercise and Evaluation Program (HSEEP), Public Health Emergency Preparedness (PHEP) Program, and Health Care Preparedness and



County OES staff following exercise

Response capabilities, guidelines, and requirements.

As part of the 2017 SMHTE, County OES Emergency Services Officer (ESO) David Davis coordinated the participation of San Bernardino County Fire OES. County OES activated the Emergency Operation Center (EOC) to test the coordination of resources. The participation of the County OA EOC Joint Information Center (JIC) was coordinated by ESO Cheryl Nagy and activated for the first time. The JIC was formed by bringing together Public Information Officers (PIOs) from Federal and State agencies such as the Federal Bureau of Investigation (FBI) and California Office of Emergency Services (CalOES), in addition to PIOs from County departments, and other local jurisdictions. Additionally, OA Agencies and County Departments came together to work on the EOC floor as a team in mitigating various injects utilized to create dialogue and real world situations within a controlled environment.

The County OA EOC JIC is located at the County OA EOC to coordinate all incident related public information activities. The JIC created a central location for reliable information to be gathered and distributed to the public. During the exercise and real live activations, the JIC serves as the point of contact for all news media at the scene of the incident. Each scenario inject were regarded as real world injects and the JIC was contacted for information as needed.

The exercise scenario was plausible, and events occurred as they were introduced into the exercise scenario. The injects contained sufficient details to allow the players to react to the information and situations as if they were

real time incidents. Overall, this exercise provided a great learning experience for the OA and all key players.



Top to bottom: County OES staff and OA EOC Responders participating in the exercise



Joint Information Center (JIC) participants

OES Quarterly Report



San Bernardino County Fire, Office of Emergency Services

I've Seen Fire and I've Seen Rain... A Story of the Quintessential Emergency Manager

Contact: K. Cox

Cindy Serrano, Assistant Emergency Services Manager for the San Bernardino County Fire, Office of Emergency Services (OES), will be retiring in February 2018 after nearly a decade of service. Cindy actually started her career with the County in 1981 at the Public Works Department as a Steno Clerk (which Cindy jokes, some of us won't even know what that is). Cindy worked her way through the ranks among several departments, all whilst raising her daughters Breanna and Michelle and attending after school activities like sports and FFA. In 1988 Cindy left the County for the Town of Apple

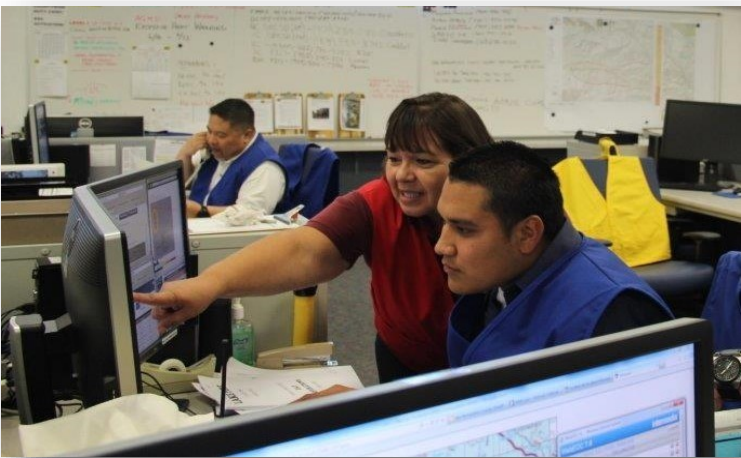
Valley as an Administrative Secretary, where she was awarded the Town of Apple Valley Employee of the Year, and in 1995 promoted to the position of Public Information Officer. In 2000 she "earned her way into" the Emergency Preparedness Manager position at the Apple Valley Fire Protection District (where she also earned Employee of the Year), thus embarking on her career in emergency management. While in this position, Cindy developed the CERT (Community Emergency Response Team) volunteer program into a robust group and became a certified instructor, developed the Town's first Hazard Mitigation Plan, and received the Helen Putnam Award from the League of California Cities for a volunteer program to support large animal



Fun and games during OES' Christmas in January gift exchange game (w/ Jesus Felix)

evacuation and sheltering, resulting in a presentation at the California Emergency Services Association (CESA) Annual Conference and exhibit at the National League of Cities Conference.

In June 2008 Cindy accepted the County Office of Emergency Services Assistant Division Manager position (prior to the title change) and came to County OES as no stranger, having worked with County OES as Apple Valley's emergency manager/preparedness



Teaching the next generation of emergency managers

Cindy

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representative, participating in the Operational Area Coordinating Council (OACC) meetings, Operational Area committees, and other activities such as exercises and training. While at County OES Cindy supervised as many as a nine Emergency Services Officers (ESOs) and for 11 months in 2011/12 served as the Interim Division Manager of County OES, not only increasing the workload, but number of staff supervised.

During Cindy’s tenure, County OES received many awards and accolades, among them a CESA Gold Award for the County Mass Care and Shelter Operations (SHOC) Plan, a CESA Gold Award for the ROPE (Responders Organized for Pass Emergencies) Field Operations Guide, and a CESA Silver Award for the County’s Web EOC program. Each of the aforementioned programs also received NACo. (National Association of Counties) Achievement Awards. County OES has also updated and received state approval on the Hazard Mitigation Plan and the County Emergency Operations plan, just two among the many plans being developed and/or edited on a daily basis. Cindy’s leadership and direction coupled with her desire to develop useful and accurate products beyond reproach contributed to these successes significantly.

Among Cindy’s accomplishments are a Bachelor of Science Degree in Business Manage-



Daughters Breanna and Michelle

ment, an EMI/FEMA Certificate of Achievement in the Professional Development Series, a CalOES/CSTI Emergency Management Specialist certification, completion of the CERT Train-the-Trainer program, and graduate of the San Bernardino County Management Leadership Academy. Cindy is also a CESA member and past-Board member and member of the International Association of Emergency Managers (IAEM).

Cindy’s dedication to propelling San Bernardino County OES into the state’s premiere emergency services organization has always been evident. County OES Emergency Services Manager Mike Antonucci had this to say, “Cindy has been a part of this county for many years and in different capacities. But the greatest impact she has had is on emergency management. Her pursuit of excellence has put emergency management in the County and state at a higher level. Cindy’s efforts with San Bernardino County OES has allowed us to be the leader with the state and nation.”

Although Cindy will be missed, it doesn’t sound like she will be slowing down according to her post-retirement plans. Some of the things Cindy is most looking forward to, in her own words are: “Reorganizing my house or should I say organizing my house; travel; attending grandkids events without having to ask for time off; reading books that don’t have anything to do with management, leadership and/or after-action(!); enjoying the rain (whenever it does) without volunteer opportunity ... my choice, my time; and



"I have my Starbucks, I'm good to go!"

having time to be more physical ... I’ve already challenged the 6-year old grandsons to a race around the college track on my birthday (they can’t wait cuz they know they’re gonna beat me but wait and see – I think gramma has this!).”

Cindy’s work-life/career has come full-circle, beginning and ending with the County, and as you can see from the list of things she has planned, her sense of humor has remained intact throughout a career in a field that is sometimes arduous and emotional and always intense and demanding - the field of emergency management. On behalf of the San Bernardino County Operational Area and County OES staff, please join us in congratulating Cindy on the many accomplishments she has made and selfless long hours she has dedicated to her career and the Operational Area in a field where “you have to be a little crazy to love it.”



Cindy's first Fire family, Apple Valley FPD

EOC Activation Level Change

Contact: M. Wagner

On January 1, 2018 , County OES changed the EOC Activation Levels to match recent changes to state and federal EOC activation levels. County OES updated the “County City/Town EOC Activation Guidelines Standard Operating Guidelines” to reflect these changes. Additionally, all EOC activation references in other OES Plans, SOGS, and other documents are being changed to reflect the latest changes.

The new EOC activation levels are:

Monitoring - “Monitoring” refers to the staffing of an EOC facility to carry out duties related to a training exercise, a pre-planned event, or minor incident that would not re-

quire the Operational Area, State Region and State Emergency Operations Centers to activate in support.

Level 3 – Low Level Activation: The EOC is staffed with the daily operating staff members of County OES, who carry out additional duties in support of activation. Department Operations Centers (DOCs) may also be activated.

Level 2 – Medium Level Activation: The EOC is staffed with the daily operating staff members of County OES who carry out additional duties in support of activation. Additional trained EOC responders are also called in to staff specific functions within the Management, Operations, Planning/Intelligence, Logistics and Finance/Administration per SEMS/NIMS protocols. This may involve staffing the unfilled Section Chief positions and some Branch and Unit positions as needed. The decision to call in additional trained EOC responders is based upon the magni-

tude of the emergency or disaster as determined by the EOC Director.

Level 2 activation may necessitate a 24-hour A-shift/B-shift operation. After hours, Level 2 EOC Activation may be staffed by a reduced number of EOC Responders in the EOC or by an on-call Duty Officer. Staffing is at the discretion of the EOC Director as guided by incident activities. Department Operations Centers (DOCs) may also be activated.

Level 1 – High Level Activation: This encompasses the staffing of Levels 3 and 2 along with additional trained EOC Responders to staff most, if not all, of the positions within the EOC Sections. All Sections have Section Chiefs, and most Branches and Units are also staffed. During a Level 1 Activation, the EOC operates on a 24-hour basis, rotating personnel into the EOC on 12-hour shifts. County Department Operations Centers (DOCs) may also be activated. (Recommended 0700-1900 A-shifts and 1900-0700 B-shifts).

Winter Weather Traffic Workshop

Contact: M. Wagner

In November 2017 the annual Winter Weather Traffic Workshop was held in Wrightwood CA. The purpose of this workshop is to coordinate traffic and parking control issues on the highways and roads in the Wrightwood/Big Pines area when large numbers of snow players come into the mountains.

In the past the Wrightwood/Big Pines areas were subjected to massive gridlock when thousands of snow players came up to play in the snow. At times most roads were blocked by traffic congestion, all available parking spaces were taken and emergency vehicle access was greatly hampered. The Winter Weather Traffic Workshop evolved in an effort to prevent gridlock and allow first

responders access even when large numbers of snow players are in the area.

Many agencies, organizations, and businesses attended the meeting including CHP , San Bernardino and Los Angeles County Sheriff, San Bernardino and Los Angeles County Fire, Sn Bernardino County OES, CalTrans District 8, San Bernardino and Los Angeles County Public Works, US Forest Service Angeles National Forest, Mountain High Resorts, representatives from the camps, Mountain Hardware, and private citizens.

The meeting opened with Alex Tardy from the San Diego Forecast Office of the National Weather Service discussing predictions for the 2017-18 Winter Weather and reviewing last winter’s weather.

Issues discussed were parking control and how to keep both lanes of Highway 2 open at all times, clearing of parking areas whenever possible, traffic control at the stop sign in Wrightwood, keeping people off the ice at Jackson Lake, and trash/debris containers

and removal. Mountain Hardware was commended for their ongoing efforts to clean up trash after the snow players leave.

Additional discussion was held on when traffic management signs can be used to warn of gridlock conditions in the Wrightwood area.

This year coordination efforts will begin when weather forecasts show the possibility of snow up to 7 days in advance. Mountain High will contract CHP for an officer to work the stop sign in Wrightwood and to direct traffic at the resort parking lots. The Sheriff’s Departments and USFS will plan on additional staffing. The Fire Departments will plan on moving additional resources into the area depending upon conditions and anticipated number of snow players.

Citizen concerns about the snow players coming onto private property were also addressed. The Sheriff’s Dept. will have deputies available to respond to reports of trespassers within the Wrightwood community.

Upland Receives Lifesaving Tools for Animals

Contact: M. A. Ramirez

The City of Upland kicked off the new year by increasing the tools available to firefighters for helping pets in need of oxygen and/or resuscitation. Each San Bernardino County Fire frontline engine in the City of Upland is now equipped with a set of three oxygen masks designed for use on pets. The masks were donated by the Emma Zen foundation and are available to interested jurisdictions. On January 17th County OES Emergency Services Officer Michael A. Ramirez and Upland Animal Control



Class photo



Practice with Riot, a good boy



ACO Lonna Myers demonstrates the proper restraint of dogs during treatment



Animal oxygen devise in use



Classroom instruction

Officer Lonna Myers provided training to firefighters in the proper use of the masks as well as some simple animal-handling techniques to keep rescuers safe from scared or injured animals they may try to help. The equipment and training are all a part of the City's "ReadyUpland" preparedness campaign managed by the San Bernardino County Fire, Office of Emergency Services.

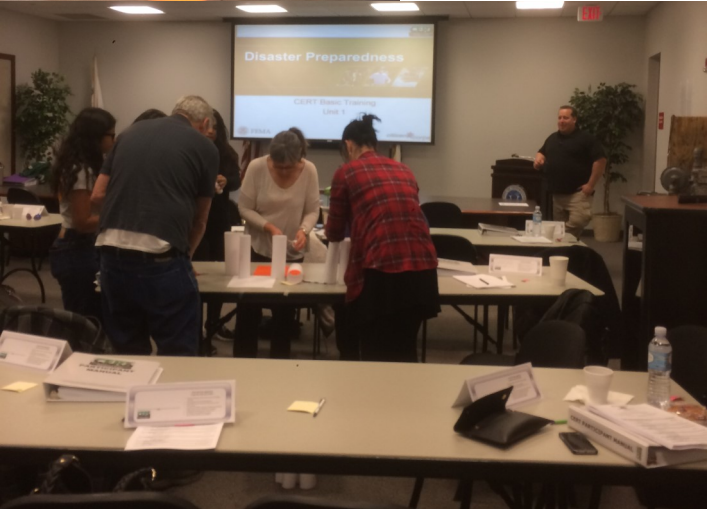
CERT Returns to Victorville

Contact: M. A. Ramirez

To the joy of Victorville residents, City of Victorville Emergency Management Coordinator, Dana Wellborn has collaborated with San Bernardino County Fire, Office of Emergency Services (OES) to bring CERT back to the City of Victorville. The course is being conducted at Victorville City Hall over three successive Saturdays. Volunteer CERT Instructors from Apple Valley CERT and Phelan-Pinon Hills CERT are assisting Wellborn, as well as County OES Emergency Services Officer, Michael A. Ramirez in the delivery of the 20-hour training. Victorville possesses a strong CERT history and Wellborn is looking forward to establishing a robust CERT program in the coming months and years.



Students practicing fire extinguisher training at City Hall



More hands on training



OES Welcomes New ESO

Contact: S. Jensen

Shanna comes to us from the San Bernardino County Department of Behavioral Health as the department's Disaster and Safety Coordinator. Prior to working for the County Shanna served in the Army as a Combat Medic. During Shanna's service in the military she was part of Tripler Army Medical Center's Color Guard and primarily worked in the Emergency Room. They called her the baby whisper. She deployed to Afghanistan with the 8th FST (forward surgical team) in support of Operation Enduring Freedom as a lead Medic in 2009 with a trauma team. The 8th FST set the standard for trauma care in Afghanistan and Iraq during their time in thea-

ter. Shanna served for 6 years and was medically retired in 2012. She received her Bachelor's of Health Science through California Baptist University and is working on her Master's in Public Administration with an emphasis in Emergency and Disaster Management through Kaplan University.



Shanna and family



Shanna lives in the City of Hesperia with her husband Joel, her 5 year old step-son Caleb, and her 2 year old daughter Abbie-Lynn. Her favorite downtime activity is off-roading and camping in Johnson Valley. Her main hobby is sewing various creations. Shanna is very excited to be working with County OES and grateful for the opportunity this position will give her to grow in the Emergency Management field.

OES Welcomes Supervising ESO and More ESOs

Contact: C. Nagy



Daniel Munoz has been hired into the new Supervising Emergency Services Officer position. He brings 20 plus years of County service to County OES - with the past five years serving as the Emergency Management Program Manager for the County of San Bernardino Human Services'. Daniel is a graduate of California Baptist University with a Bachelor's Degree in Political Science and most recently graduated from the National Emergency Management Advanced Academy (NEEMA), a FEMA training series that "reinforces the qualities needed to lead emergency management programs, provides relevant management theories and concepts, and utilizes appropriate case studies. Advanced Academy participants work within a collaborative environment on projects and establish a network of peers."

Daniel is married to his wife of 25 years and has three grown children. He enjoys spending time with family and friends. In Daniel's spare time he loves the feeling of accomplishment by building and fixing things – doing those DIY Home Projects. He also finds time to do some camping and hiking – which he says is the best way to relieve stress.



John Ferdon started his adventure with County OES as an OES Emergency Communications Service (ECS) volunteer, working numerous incidents and major events including Baker2Vegas, King of the Hammer and various exercises and County OES activations.

John spent nine years in Aviation Search and Rescue and was an Air Ambulance and Corporate Pilot in worldwide operations flying Lear and Gulfstream Jets for 17 years. For the past nine years John served as a Captain on a Boeing 737 Business Jet. John and his wife Destiny have lived in the San Bernardino Mountains since 2009. His hobbies include scuba diving, off-roading, drone piloting and martial arts.



John during Pilot Fire EOC Activation



Aminah Mears joined the County in May 2016 as a Staff Analyst II for the Human Services Emergency Services Unit and was assigned as Human Services coordinator for repatriation planning.

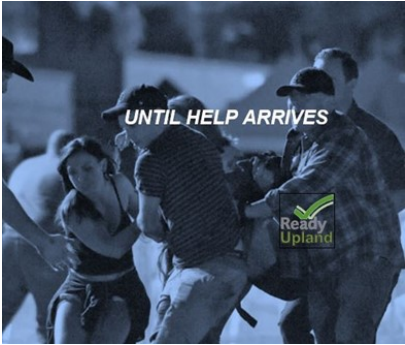
Before joining the County, Aminah administered and implemented solid waste, recycling and household hazardous waste programs for the City of Moreno Valley's City Manager's Office and Public Works Department.

Aminah holds an undergraduate degree from San Jose State University, a Masters in Business Administration with an emphasis on Marketing from the University of La Verne and will be graduating in May 2018 with her Doctorate in Public Administration from the University of La Verne.

Aminah lives in Fontana and is a big sports fan – as she puts it a FANATIC of the Steelers, Clippers and Dodgers. In her spare time Aminah enjoys community service projects, sports, camping, water activities, shopping and not having to do research for school.

Upland Residents Learn to Help, Until Help Arrives

Contact: M. A. Ramirez



Boston, New York, Orlando, Las Vegas, San Bernardino... what do these cities have in common? All of them have been the scenes of mass casualty incidents, often terrorism, in which normal people found themselves thrust into horrendous life and death situations. In each one of these circumstances,

many ordinary people found themselves conducting extraordinary life-saving actions to help those who were shot or rammed by a vehicle.

On January 18, residents from the City of Upland spent three hours learning what they could do if they ever found themselves in a similar position and needed to provide help. The Until Help Arrives course was delivered for the first time in San Bernardino County to 20 eager Upland residents.

The course, which is a part of DHS' Stop the Bleed Campaign, provides participants with hands-on training to teach them how to stop excessive bleeding, the application of tourniquets, effectively communicating with 9-1-1 Operators, placing the injured in the recovery position and comforting the injured.



Residents learning how to potentially save a life

The training is a part of the City's "ReadyUpland" preparedness campaign managed by San Bernardino County Fire, OES. Each course is delivered two weeks prior to Upland CERT's quarterly Basic Training to give those interested in further training an opportunity to receive more detailed CERT training. For more information on the Until Help Arrives training, contact ESO, Michael A. Ramirez.

Grants Update

Contact: M. Antonucci, E. Segura, L. Lockwood, T. Sutura

FY2015 and FY2016 Homeland Security Grant Program s
The FY15 grant is closing soon and no further modifications are allowed; the third and final milestone is 03/31/18, and projects must be completed by that date. All reimbursement requests are due to Lauri Lockwood in the Grants Unit no later than April 10, 2018.

For FY16 the second milestone is 07/31/18, and projects must be 75% complete. The final milestone is on 3/31/19 and projects must be 100% complete.
Only expenditures for approved projects will be reimbursed. Please turn in the reimbursement requests as soon as they are finalized

to avoid confusion with overlapping grants. Please be sure not to deploy equipment prior to verification and tagging by the Grants Unit.
FY2017 Homeland Security Grant Program
Subrecipients will be notified soon of their approved projects, which may have varied from the proposed projects submitted. If the project has a hold trigger such as an EHP, EOC, FBI, sole source request(s) or your project includes an item(s) on the Controlled Equipment List, additional approval is required prior to proceeding. Should you need a modification, please submit them as soon as possible.

FY2018 Homeland Security Grant Program
Subrecipients submitted their projects and the Approval Authority gave preliminary approval to the slate of projects. Until a federal budget is approved, the grant amount, as well as details on whether a match will be required, remain unknown. County OES will

communicate with the subrecipients as soon as more details are available.

FY2017 Emergency Management Performance Grant
Mandatory Performance Report due dates:

Reporting Period	Report Due Date
7/1/16 - 3/31/16	4/5/18
7/1/16 - 5/31/16	6/4/18
Final Cumulative	

Fund Status Reports are due to the Grants Unit on 1/31/18. Failure to comply may result in the forfeiture of your allocated funds and/or exclusion from future EMPG grant funding.

The last modification request is due on 4/5/18, please submit as soon as possible for proper review and processing. Reimbursement requests can be submitted as necessary but are due no later than 6/4/2018. Please do not delay in submitting as funds are expended and documentation is compiled as the performance period ends on 5/31/2018.